

МІНІСТЕРСТВО ОСВІТИ І НАУКИ, МОЛОДІ ТА СПОРТУ УКРАЇНИ

ХАРКІВСЬКА НАЦІОНАЛЬНА АКАДЕМІЯ

МІСЬКОГО ГОСПОДАРСТВА

ЗБІРНИК ТЕКСТІВ ТА ЗАВДАНЬ

ДЛЯ ОРГАНІЗАЦІЇ САМОСТІЙНОЇ РОБОТИ З ДИСЦИПЛІНИ

**«ДІЛОВА ІНОЗЕМНА МОВА ДРУГА»**

**(АНГЛІЙСЬКА МОВА)**

(для студентів 1-2 курсу денної форми навчання

напряму 6.020107 «Туризм»)

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Збірник текстів та завдань для організації самостійної роботи з дисципліни «Ділова іноземна мова друга» (англійська мова) (для студентів 1-2 курсу денної форми навчання за напрямом підготовки 6.020107 «Туризм») /Харк. нац. акад. міськ. госп-ва; уклад.: С.В. Александрович– Х.: ХНАМГ, 2011 - 96 с.

Укладач: С.В. Александрович

Рецензент: к.філ.н., доц.кафедри іноземних мов Ільєнко О.Л.

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## ВСТУП

Даний збірник текстів з дисципліни «Ділова іноземна мова друга» (англійська мова) призначений для самостійної роботи студентів 1-2 курсу денної форми навчання за напрямом підготовки 6.020107 «Туризм»), що тільки починають вивчати англійську мову.

Основна мета полягає в тому, щоб відповідно до вимог кредитно-модульної системи організації навчального процесу навчити студентів самостійно читати та перекладати літературу за фахом, опанувати навички практичного володіння іноземною мовою в різних видах мовленнєвої діяльності в обсязі тематики, що обумовлена професійними потребами; та бути спроможними оволодіти новітньою фаховою інформацією через іноземні джерела. Основними критеріями при виборі текстового матеріалу була інформативна та пізнавальна цінність текстів, їх актуальність.

**Unit I**  
**Where Do You Come from?**  
Text 1

I. Read and translate the dialogue.

Hello

Hello

How are you?

Fine, thank you, and you?

I'm fine, thank you. Where do you come from?

I come from England.

You come from England. Do you like Manchester United?

Well, I don't like football.

I see. Where do you work?

I work in a hotel.

Why did you come here?

I came here for business.

II. Complete the conversation:

Hello. My \_\_\_\_\_ Jack. what's \_\_\_\_\_ name?

John. How \_\_\_\_\_ you?

I'm \_\_\_\_\_ and you?

Fine, thank you. \_\_\_\_\_ you from?

\_\_\_\_\_ from Italy.

III. Match the two columns:

1. Nice to meet you	a) Ireland
2. Where are you from?	b) Fine, thank you
3. Where do you work?	c) Nice to meet you, too
4. How are you?	d) I came here for vacation
5. Why did you come here?	e) In a bank

IV. Write *am*, *is* or *are*:

1. Peter Baker \_\_\_ from Manchester, but Paul and John \_\_\_ from London.
2. Manchester and London \_\_\_ cities in England.
3. Hamburg \_\_\_ a city in Germany.
4. Sandra \_\_\_ at academy today.
5. Jack and Peter \_\_\_ her friends.
6. Mr and Mrs Baker \_\_\_ on a trip to the USA to visit their cousin Anne
7. She \_\_\_ a nice girl.
8. What time \_\_\_ it? It \_\_\_ 8 o'clock.
9. \_\_\_ you tired? No, I \_\_\_ not.
10. \_\_\_ he from England?
11. We \_\_\_ from Ukraine.
12. That \_\_\_ right.
13. Julie and Steve \_\_\_ married.
14. I \_\_\_ at home now.
15. There \_\_\_ a pen on the desk.

V. Put the words into correct order to make sentences:

1. old. am I twenty-five years
2. We are Venezuela. from
3. name I'm a student. is My Anton and
4. This book. my is
5. It's nice day today. a
6. brother's Her Paul. is name
7. John is engineer. an
8. My Johansson. name husband's is
9. top the new the address of letter. My at is

## Text 2

### I. Read and translate the texts:

1. Hello! I'm Fergus and I'm from Edinburgh, Scotland. I'm forty years old. I'm a musician. I'm not married. My favourite sport is golf.

2. This is Diego and this is Marco. They're friends and they're from Brazil. Diego is thirty-two years old and Marco is twenty-nine years old. They are businessmen. Diego's favourite sport is football and Marco's favourite sport is basketball.

3. This is Carlos and this is Rosa. They are friends and they are from Spain. Carlos is twenty-three years old and Rosa is twenty-two years old. They're dancers. His favourite sport is football and her favourite sport is tennis.

4. Hi there. I'm Veena from New Delhi. It's in India. I'm sixteen years old and I'm a student at an English-boarding school in Manchester. My favourite sport is volleyball.

### II. Answer the questions:

1. Where is Fergus from? What's his job?
2. How old is Diego? What's his favourite sport?
3. Where are Carlos and Rosa from?
4. How old is Carlos? How old is Rosa?
5. Where is Veena from? What's her favourite sport?

### III. Copy and complete the table:

	Origin	Age	Job	Favourite sport
Fergus	Edinburg, Scotland	forty	musician	golf
Carlos				
Rosa				

Diego				
Marco				
Veena				

IV. Write the missing words as numbers:

20- twenty      50- fifty      87- .....  
 24 - .....      52 - .....      90 - ninety  
 30- thirty      60 - .....      99 - .....  
 31 - .....      70 – seventy      100 – one hundred  
 40 – forty      79 - .....      200 – two hundred  
 48 - .....      80 - .....

V. Write the sentences in negative:

1. I'm fourteen and my sister's twenty.
2. They are in love.
3. I am Ricky's brother.
4. Eli's happy when she's at home.
5. Adri and I are very different.
6. Jose is drunk.
7. My dog is at home.
8. You and Lorena are my best friends.
9. I am hungry.
10. They are my best friends.

### Text 3

I. Choose the correct phrase to complete the conversation:

A: Hello. I'm Lara Benini. (1) *Are you/You are Carlos?*

B: Yes that's right.

A: Nice to meet you.

B: (2) *Thank you./Nice to meet you, too.*

C: Welcome to Madrid, Mr Johnson.

D: (3) *You're welcome. /Thank you.*

C: Do you speak Spanish?

D: (4) *No, I'm sorry. /No problem.*

E: Excuse me. Are you here to see Sven Nielsen?

F: (5) *Yes, I am. /Yes, it is.*

E: I'm Sven's assistant. Here's his office.

F: Thank you.

E: (6) *Thanks. / You're welcome.*

## II. Match the questions and answers

1. Where are you from?	a) His name Bruno.
2. What's her name?	b) He's from Barcelona.
3. Where's he from?	c) It's in Canada.
4. What's this in English?	d) I'm from Brazil.
5. How are you?	e) Fine, thanks
6. What's his name?	f) Her name's Anna.
7. Where's Vancouver?	g) It's a computer.

## III. This chart lists many of the countries or nations in the world, with the following information:

1. Name of country
2. Adjective used for that country (also describes nationality)
3. Noun used for a person from that country

Country	Adjective	Person
Afghanistan	Afghan	an Afghan
Argentina	Argentinian	An Argentinian



Australia	Australian	an Australian
Austria	Austrian	An Austrian
Belarus	Belorussian or Byelorussian	a Belorussian or a Byelorussian
Belgium	Belgian	a Belgian
Brazil	Brazilian	a Brazilian
Britain	British	a Briton
Bulgaria	Bulgarian	a Bulgarian
Cambodia	Cambodian	a Cambodian
Canada	Canadian	a Canadian
China	Chinese	a Chinese
Croatia	Croat or Croatian	a Croat or a Croatian
Cuba	Cuban	a Cuban
Cyprus	Cypriot	a Cypriot
Czech Republic	Czech	a Czech
Denmark	Danish	a Dane
Egypt	Egyptian	an Egyptian
England	English	an Englishman, an Englishwoman
Estonia	Estonian	an Estonian
Finland	Finnish	a Finn
France	French	a Frenchman, a Frenchwoman
Georgia	Georgian	a Georgian
Germany	German	a German
Greece	Greek	a Greek
Holland (also Netherlands)	Dutch	a Dutchman, a Dutchwoman

Hungary	Hungarian	a Hungarian
India	Indian	an Indian
Iran	Iranian	an Iranian
Iraq	Iraqi	an Iraqi
Ireland, Republic of	Irish	an Irishman, an Irishwoman
Israel	Israeli	an Israeli
Italy	Italian	an Italian
Japan	Japanese	a Japanese
Latvia	Latvian	a Latvian
Lithuania	Lithuanian	a Lithuanian
Malta	Maltese	a Maltese
Mexico	Mexican	a Mexican
Morocco	Moroccan	a Moroccan
New Zealand	New Zealand	a New Zealander
Norway	Norwegian	a Norwegian
the Philippines	Philippine	a Filipino
Poland	Polish	a Pole
Portugal	Portuguese	a Portuguese
Romania	Romanian	a Romanian
Russian Federation	Russian	a Russian
Saudi Arabia	Saudi Arabian or Saudi	a Saudi Arabian or a Saudi
Scotland	Scottish	a Scot
Slovakia	Slovak	a Slovak
Spain	Spanish	a Spaniard
Sweden	Swedish	a Swede
Switzerland	Swiss	a Swiss
Thailand	Thai	a Thai

Turkey	Turkish	a Turk
Wales	Welsh	a Welshman, a Welshwoman

IV. Write the name of the country:

*Spain, the USA, Turkey, Wales, Brazil, Japan, Greece.*

1.  \_\_\_\_\_

2.  \_\_\_\_\_

3.  \_\_\_\_\_

4.  \_\_\_\_\_

5.  \_\_\_\_\_



6. \_\_\_\_\_



7. \_\_\_\_\_

V. Build full sentences as in the example:

*He lives in Paris. He is from France. He is French. He is a Frenchman.*

1. He lives in Barcelona. He is from \_\_\_\_\_. He is \_\_\_\_\_. He is a \_\_\_\_\_.
2. He lives in Budapest. He is from \_\_\_\_\_. He is \_\_\_\_\_. He is a \_\_\_\_\_.
3. She lives in Moscow. She is from \_\_\_\_\_. She is \_\_\_\_\_. She is a \_\_\_\_\_.
4. He is from Beijing. He is from \_\_\_\_\_. He is \_\_\_\_\_. He is a \_\_\_\_\_.
5. He lives in Munich. He is from \_\_\_\_\_. He is \_\_\_\_\_. He is a \_\_\_\_\_.
6. She lives in Warsaw. She is from \_\_\_\_\_. She is \_\_\_\_\_. She is a \_\_\_\_\_.
7. She lives in Bangkok. She is from \_\_\_\_\_. She is \_\_\_\_\_. She is a \_\_\_\_\_.
8. She lives in London. She is from \_\_\_\_\_. She is \_\_\_\_\_. She is a \_\_\_\_\_.
9. He lives in Sydney. He is from \_\_\_\_\_. He is \_\_\_\_\_. He is a \_\_\_\_\_.
10. He lives in Edinburgh. He is from \_\_\_\_\_. He is \_\_\_\_\_. He is a \_\_\_\_\_.

VI. Complete the sentences with your own words:

Example: \_\_\_\_\_ a country

(Brazil is) a country.

1. \_\_\_\_\_ a country.

2. \_\_\_\_\_ countries.
3. \_\_\_\_\_ languages.
4. \_\_\_\_\_ a language.
5. \_\_\_\_\_ a city.
6. \_\_\_\_\_ cities.
7. \_\_\_\_\_ countries in Asia.
8. \_\_\_\_\_ a city in Europe.

#### Text 4

- I. Complete the conversation between Hiroko, Brenda and Renee with the following words:

***How, live, my sister, nice, sorry, the weekend, think, too, what, works.***

H: Hello!

B: Hi, 1. \_\_\_\_\_ are you?

H: Fine. And you?

B: OK. So 2. \_\_\_\_\_ are you doing here?

H: I'm doing some business.

B: Yes, we are 3. \_\_\_\_\_. Do you know 4. \_\_\_\_\_ Renee?

H: No, I don't 5. \_\_\_\_\_ so. Hiya, I'm Hiroko.

B: Hiroko 6. \_\_\_\_\_ with me.

R: Oh, really. Well, it's 7. \_\_\_\_\_ to meet you. Where are you from, Hiroko?

H: Japan. I'm 8. \_\_\_\_\_, how do you say your name?

R: Renee

H: Oh, OK. Renee. So Renee, do you 9. \_\_\_\_\_ here?

R: No, I'm just visiting Brenda for 10. \_\_\_\_\_. I live in Liverpool.

- II. Look at these expressions from the conversation. Translate them into Ukrainian.

1. How are you?
2. We are too.

3. Do you know my sister?
4. No, I don't think so.
5. This is my friend Hiroko.
6. He works with me.
7. Nice to meet you.
8. Do you live here?

III. Complete the sentences with the names of people you know.

1. This is my friend \_\_\_\_\_.
2. This is my brother \_\_\_\_\_.
3. This is my sister \_\_\_\_\_.
4. This is my flatmate \_\_\_\_\_.
5. This is my boyfriend/ girlfriend \_\_\_\_\_.
6. This is my cousin \_\_\_\_\_.
7. This is my teacher \_\_\_\_\_.
8. This is \_\_\_\_\_. He/She studies English with me.

IV. Complete the sentences with to be present or past. Make them true for you.

Example: I'm a teacher.

or I'm not a teacher, I'm a student.

1. I \_\_\_\_\_ a teacher.
2. I \_\_\_\_\_ born in 1990.
3. I \_\_\_\_\_ on holiday two weeks ago.
4. My birthday \_\_\_\_\_ in August.
5. I \_\_\_\_\_ married.
6. The weather \_\_\_\_\_ sunny yesterday.
7. I \_\_\_\_\_ in France last year.
8. I \_\_\_\_\_ 40.
9. There \_\_\_\_\_ ten students in my class.

10. The date tomorrow \_\_\_\_\_ 8 March.
11. I \_\_\_\_\_ thirsty.
12. I \_\_\_\_\_ interested in music.
13. My favourite colour \_\_\_\_\_ green.
14. When I was a child I \_\_\_\_\_ afraid of dogs.
15. Geography \_\_\_\_\_ my favourite subject at school.

## Unit II

### Work and Jobs

#### Text 1

Speak for yourself:

I. Tick the things you think are important in a job.

- ☐ a good salary
- ☐ working alone
- ☐ lots of travel
- ☐ long holidays
- ☐ working outdoors
- ☐ working at home
- ☐ an interesting routine
- ☐ working in a team
- ☐ a company car
- ☐ working in an office
- ☐ working near home

II. Match each word or phrase on the left below with the correct phrase on the right.

1. wages	a) certificates and exams passed
2. skills	b) a talk with a company about a possible job.
3. experience	c) the times when you work.
4. qualifications	d) points in your character (politeness, honesty etc.)
5. interview	e) abilities, things you can do (type, drive etc.)
6. hours	f) work of the same type you have done before
7. personal qualities	g) money you get, usually hourly or weekly ("salary" is usually monthly or annually)



III. Fill in the blanks with the missing forms of the verb “to be”

*Joanna Mehlo and her son Tommy Mehlo just moved to Phoenix from San Francisco. Joanna wrote a letter to her parents in San Francisco. Here is the letter:*

Dear Mom and Dad,

How \_\_\_\_\_ you feeling? How \_\_\_\_\_ the weather in San Francisco now? It \_\_\_\_\_ very hot here.

I have a nice job now. I \_\_\_\_\_ a waitress in a restaurant. I work fifty hours a week, so I \_\_\_\_\_ always tired. My boss \_\_\_\_\_ about my age, and we \_\_\_\_\_ good friends. She has a son about Tommy’s age. They \_\_\_\_\_ happy because they can play together.

Tommy \_\_\_\_\_ a newspaper carrier now. He \_\_\_\_\_ a hard worker. He helps me around the house, too. He’s a good son.

I like our apartment now. It \_\_\_\_\_ very nice. It has two bedrooms. The kitchen \_\_\_\_\_ small, but the living room is big. We \_\_\_\_\_ very happy here.

Please come and visit us as soon as you can. You \_\_\_\_\_ always welcome.

Love,  
Joanna

## Text 2

- I. Read the article. Write the jobs *lifeguard, tour guide, ride operator* in the spaces.

### Summer Jobs

***You don't have to spend all summer in an office.***

***Here are some other possibilities for summer jobs.***

1 \_\_\_\_\_

***Spend all day at the beach? Oh no!***

You have to be at least sixteen years old. Of course you have to be a good swimmer, but you also have to have special qualifications in rescue techniques and first aid. Ask about training at your local swimming pool.

Your job is to save people's lives. So you have to be ready to act quickly at any time. You have to work at weekends.

2 \_\_\_\_\_

***Work in an amusement park? It's fun and you're outside all day, so you get a great tan.***

You have to be at least sixteen years old. You have to have a responsible attitude and you have to be good with people.

You have to start and stop the ride, explain the rules, help people in and out and make sure they're safe. And you have to work at night and at weekends.

3 \_\_\_\_\_

***Get paid to go on holiday? Great, but it's a tough job.***

You have to be at least eighteen years old. You have to speak good English. You have to be good with people. You have to be responsible and independent.

You have to deal with travel, hotels and problems. You have to work all day, seven days a week.

II. Read the article again. Are the sentences True (T) or False (F)?

1. Lifeguards have to be good with people. \_\_\_\_
2. Ride operators have to be good with people. \_\_\_\_
3. Tour guides have to speak good English. \_\_\_\_
4. Lifeguards have to speak good English. \_\_\_\_
5. Ride operators have to have special qualifications. \_\_\_\_
6. Tour guides have to be at least 18. \_\_\_\_
7. Tour guides have to work seven days a week. \_\_\_\_
8. Ride operators have to work seven days a week. \_\_\_\_

III. Give English equivalents for the following word and word combinations:

- a) проводит весь день на пляжі
- b) техніка порятунку
- c) перша допомога
- d) рятувати життя людей
- e) швидко діяти
- f) робити в вихідні
- g) парк розваг
- h) пояснювати правила
- i) бути відповідальним
- j) мати справу з проблемами

### Text 3

I. Read the following job advertisements:

1. Needed: Full time secretary position available. Applicants should have at least 2 years experience and be able to type 60 words a minute. No computer skills required. Apply in person at United Business Ltd., 17 Browning Street.

2. Are you looking for a part time job? We require 3 part time shop assistants to work during the evening. No experience required, applicants should be between 18 and 26. Call 366 - 76564 for more information

3. Computer trained secretaries: Do you have experience working with computers? Would you like a full time position working in an exciting new company? If your answer is yes, give us a call at 565-987-7832.

4. Teacher Needed: Tommy's Kindergarten needs 2 teacher/trainers to help with classes from 9 a.m. to 3 p.m. Applicants should have appropriate licenses. For more information visit Tommy's Kindergarten in Leicester Square No. 56.

5. Part Time work available: We are looking for retired adults who would like to work part time at the weekend. Responsibilities include answering the telephone and giving customer's information. For more information contact us by calling 897-980-7654.

6. University positions open: The University of Cumberland is looking for 4 teaching assistants to help with homework correction. Applicants should have a degree in one of the following: Political Science, Religion, Economics or History. Please contact the University of Cumberland for more information.

II. Which position is best for these people? Choose ONLY ONE position for each person.

1. Jane Madison. Jane recently retired and is looking for a part time position. She would like to work with people and enjoys public relation work.

The best job for Jane is \_\_\_\_\_

2. Jack Anderson. Jack graduated from the University of Trent with a degree in Economics two years ago. He would like an academic position.

The best job for Jack is \_\_\_\_\_

3. Margaret Lillian. Margaret is 21 years old and would like a part time position to help her pay her university expenses. She can only work in the evenings.

The best job for Margaret is \_\_\_\_\_

4. Alice Fingelhamm. Alice was trained as a secretary and has six years of experience. She is an excellent typist but does not know how to use a computer. She is looking for a full time position.

The best job for Alice is \_\_\_\_\_

5. Peter Florian. Peter went to business school and studied computer and secretarial skills. He is looking for his first job and would like a full time position.

The best job for Peter is \_\_\_\_\_

6. Vincent san George. Vincent loves working with children and has an education license from the city of Birmingham. He would like to work with young children.

The best job for Vincent is \_\_\_\_\_

III. Give English equivalents for the following words and word combinations:

- a) повний робочий день
- b) претендент, кандидат
- c) робота на неповний робочий день
- d) досвід
- e) є у розпорядженні
- f) пенсіонери
- g) обов'язки
- h) учений ступінь

IV. Complete these questions with *is it*, *are you* or *do you*:

- 1. What \_\_\_\_\_ do?
- 2. Where \_\_\_\_\_ work?
- 3. \_\_\_\_\_ the boss?
- 4. \_\_\_\_\_ a good place to work?
- 5. \_\_\_\_\_ like the people you work with?
- 6. \_\_\_\_\_ far from your house to where you work?

## Text 4

### I. Read and translate the text:

#### Working in tourism

There are jobs in tourism for young and old, male and female, school leavers and university graduates, people of all nationalities.

Everyone involved with the travel industry agrees that personality is more important in this sector than in most others, and in many cases even more important than qualifications and experience.

Knowledge of a foreign language is essential. Anyone who can demonstrate an ability to interpret the culture of foreign countries will have an advantage.

A majority of the jobs in the tourist industry have one common feature: contact with the public.

There are many facilities for training in the tourist industry. Many hotel companies, airlines have training programmes and courses for those who want to work in tourism.

### II. Give English equivalents for the following words and word combinations:

- a) випускник школи
- b) особистість
- c) важливий
- d) більшість робіт
- e) можливості
- f) іноземна мова
- g) мати перевагу

### III. Find antonyms for the following words:

1. young	a) ability
2. male	b) university graduates
3. school leavers	c) advantage
4. disadvantage	d) old

5. inability	e) female
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IV. Match the two columns:

1. Are they coming to the party?	a) No, we aren't. We can't afford it.
2. Do we have to pay for it?	b) I don't think she is
3. Is she coming back?	c) Yes, I am. He is very late.
4. Does she eat meat?	d) No, they aren't.
5. Is it still raining?	e) Yes, it is.
6. Does it always rain so much here?	f) No, she doesn't.
7. Do they have everything they need?	g) Yes, we do.
8. Are you waiting to see the doctor?	h) No, they don't.
9. Do you see him very often?	i) No, I don't.
10. Are we going to Greece this year?	j) Yes, it does, at this time of year.

V. Choose the correct answer:

1. Where does a receptionist work?
  - a) post office
  - b) bakery
  - c) office
2. Where does a cashier work?
  - a) school
  - b) supermarket
  - c) police station
3. Where does a headmaster work?
  - a) school

- b) office
  - c) butchers
4. Where does a Chief Constable work?
- a) bus station
  - b) hospital
  - c) police station
5. Where does a porter work?
- a) bakery
  - b) hotel
  - c) school
6. Where does a manager work?
- a) police station
  - b) park
  - c) office
7. Where does a pilot work?
- a) airplane
  - b) train station
  - c) restaurant
8. Where does a busboy work?
- a) bus
  - b) restaurant
  - c) airplane
9. Where does an actress work?
- a) cinema
  - b) theatre
  - c) sports centre
10. Where does an artist work?
- a) restaurant
  - b) cinema
  - c) studio



## Text 5

### I. Read and translate the text:

#### Job goals

To find the job that is right for you, you must set goals. A goal is a purpose you set for yourself. It is what you hope for in the future. You have to identify the skills that you need to get the job you want. Then you need to design a program to help you reach the level of improvement you set for yourself.

To reach your goal, you must have a specific goal. Decide what you are going to do and when you are going to do it. Plan ways to achieve your goal. How will you accomplish it? Next, identify problems that will get in the way of accomplishing your goal. Then think of possible ways to solve the problems. Finally, evaluate your progress. Did you reach your goal? Did you get the job you wanted?

### II. Are the sentences True (T) or False (F)?

1. To find the right job, you must set goals. \_\_\_\_
2. A goal is an interview you set for yourself. \_\_\_\_
3. In order to get a job you want, you don't have to identify the skills that you need. \_\_\_\_
4. You need to design a program to improve. \_\_\_\_
5. To reach your goal you must have a general goal. \_\_\_\_
6. You must decide what you are going to do. \_\_\_\_
7. If you plan, you can achieve your goals. \_\_\_\_
8. You must identify problems that will interfere with accomplishing your goal. \_\_\_\_
9. Think of ways to worry about your problems. \_\_\_\_
10. Evaluate your progress to help you get the right job. \_\_\_\_

## Text 6

### I. Read and translate the text:

#### Personal qualities

Personal qualities are personal characteristics of an individual. They are what make up one's personality. They help a person get along in a new situation. For example, dependability and patience are qualities that employers would like a good worker to have. Other qualities employers value are: honesty, assertiveness, flexibility, problem solving, friendliness, intelligence, leadership, enthusiasm, and a good sense of humor.

Most employers want people who are dependable and who get along with others. Though skills are important, an employer will select new employees based on their personal qualities as well.

### II. Choose the correct variant:

1. Personal qualities are personal \_\_\_\_ of an individual.
  - a) announcements
  - b) skills
  - c) duties
  - d) characteristics
2. Personal qualities are what make up one's \_\_\_\_ .
  - a) situation
  - b) job
  - c) personality
  - d) patience
3. They help a person get along in a new \_\_\_\_ .
  - a) situation
  - b) skills
  - c) car
  - d) employer

4. For example, \_\_\_\_ is a quality employers would like in a good worker.
- a) dependability
  - b) skills
  - c) duties
  - d) dishonesty
5. Other qualities \_\_\_\_ value are honesty, intelligence, and leadership.
- a) announcements
  - b) employers
  - c) duties
  - d) dogcatchers
6. Flexibility, assertiveness, problem solving, and \_\_\_\_ are also valued.
- a) announcements
  - b) friendliness
  - c) dishonesty
  - d) a bad attitude
7. Most employers want people who are dependable and who get along with \_\_\_\_.
- a) their mother
  - b) skills
  - c) animals
  - d) others
8. Though skills are important, an employer will select new employees based on their \_\_\_\_ as well.
- a) announcements
  - b) duties
  - c) personal qualities
  - d) skills

III. Match two columns:

1. personality	a) гнучкість
2. dependability	b) інтелект
3. patience	c) особистість
4. honesty	d) надійність
5. assertiveness	e) терпіння
6. flexibility	f) чесність
7. problem solving	g) упевненість
8. friendliness	h) вирішування проблем
9. intelligence	i) дружелюбність
10. leadership	j) керівництво

Text 7

I. Read and translate the text:

Job duties

Job duties are tasks you must do on a job. They are the responsibilities you have for a particular job. A job description lists the duties you will do for your job. For example, an auto mechanic would repair and paint cars. A file clerk would file forms, answer the telephones, and sort mail. A bookkeeper would prepare bills, keep books, and type bills. The list of activities you are required to perform for any occupation are the job duties.

II. Fill in the gaps:

1. Job duties are \_\_\_\_\_ you must do on a job.
2. They are the \_\_\_\_\_ you have for a particular job.
3. A job description lists the \_\_\_\_\_ you will do for your work.
4. An auto mechanic would \_\_\_\_\_ and paint cars.
5. A \_\_\_\_\_ would file forms, answer telephones, and sort mail.

6. A bookkeeper would prepare bills, \_\_\_\_\_ and type bills.
7. The list of activities you are required to perform for any occupation are the \_\_\_\_\_.

### Text 8

#### I. Read and translate the text:

##### Job application

A completed job application provides the employer with two kinds of information about you. First, it provides answers to questions about your education and work experience. Second, it provides information about your ability to follow directions, work neatly, spell correctly, and provide accurate and complete data. This information is provided by "how" you fill out the application form.

A completed job application is a statement about your personal, educational, and work experience. It is also a statement about some of your other very important characteristics as a person and as a prospective employee. It is very important that you take the time to make every job application that you fill out a very positive statement about you as a person and as a future employee. You need to be thorough in your preparation and then careful while you are filling the application out.

When you fill out the form, be sure to follow directions. Be neat. Provide only positive information. For example, list any unpaid volunteer experience in the work experience section. The job application represents who you are.

#### II. Fill in the gaps:

1. A completed job application gives the employer two kinds of \_\_\_\_ about you.
2. It provides answers to questions about your education and \_\_\_\_.
3. It provides information about your ability to \_\_\_\_ work neatly, spell correctly, and provide accurate and complete data.
4. This information is provided by \_\_\_\_ you fill out the application form.

5. A completed job application is a \_\_\_ about your personal, educational, and work experience.
6. It also tells about important characteristics about you as a person and as a \_\_\_ employee.
7. It is very important that you take the time to make every job application that you \_\_\_ a very positive statement about you as a person and as a future employee.
8. You need to be complete in your preparation and then \_\_\_ while you are filling the application out.
9. The job application represents who \_\_\_ are.

III. Translate the following words and word combinations:

- a) заява на роботу
- b) освіта
- c) робочий стаж
- d) точні та повні дані
- e) вимовляти або писати вірно
- f) робітник
- g) заповнювати форму
- h) бути доскональним

Text 9

I. Read and translate the text:

Resume (CV)

A resume is an individualized, written summary of your personal, educational and experience qualifications. It is designed to present you as a prospective employee. Not everyone needs a resume. However, if you are looking for a professional, technical, administrative, or managerial job, you will need a resume. Applications for many clerical and sales positions also require a resume.

A resume is like a written sales presentation. It alone will not get you a job. However, an effective resume creates a favorable impression of you while presenting your abilities and experience. Your resume can be used as a response to an ad. It can also be used as a letter of introduction for an interview. It is a fact sheet that tells a prospective employer that you are a desirable prospective employee.

II. Choose the best answer:

1. A \_\_\_\_ is an individualized, written summary of your personal, educational and experience qualifications.
  - a) job
  - b) resume
  - c) application
  - d) want ad
2. It is \_\_\_\_ to present you as a prospective employee.
  - a) design
  - b) designs
  - c) designed
  - d) designing
3. Not \_\_\_\_ needs a resume.
  - a) anyone
  - b) someone
  - c) everyone
  - d) a person
4. Applications for many clerical and sales positions also require a \_\_\_\_.
  - a) job
  - b) resume
  - c) application
  - d) want ad
5. A resume is like a \_\_\_\_ sales presentation.
  - a) oral

- b) written
  - c) spoken
  - d) closed
6. It alone will not get you a \_\_\_\_ .
- a) job
  - b) resume
  - c) application
  - d) want ad
7. An effective resume \_\_\_\_ a favorable impression of you while presenting your abilities and experience.
- a) create
  - b) creates
  - c) creating
  - d) was created
8. Your resume \_\_\_\_ be used as a response to an ad.
- a) is
  - b) was
  - c) can
  - d) won't
9. It is a fact sheet that tells a \_\_\_\_ employer that you are a desirable future employee.
- a) perspective
  - b) prospecting
  - c) prospective
  - d) past

III. Translate the following words and word combinations:

- a) резюме
- b) майбутній робітник
- c) управлінська посада



- d) мати потребу
- e) відповідь на оголошення
- f) підходящий робітник
- g) адміністративна робота

IV. Match the words with their definitions:

1. background	a) the language one first learned to speak; mother tongue
2. bi-lingual	b) the day on which one was born, usually as day/month/year
3. date of birth	c) able to use two languages fluently
4. education	d) training and instruction at school, university etc
5. native language	e) the whole of one's education, training and experience
6. reference	f) a written statement by another person about one's character and ability
7. career	g) the course of one's (professional) life
8. experience	h) an activity outside work in which one is interested or concerned; hobby
9. interest	i) jobs held, including dates, posts etc; work history - professional experience

## Text 10

### I. Read and translate the text:

#### Job interview

An interview is a meeting between an employer and an applicant to talk about a job. A job interview is your opportunity to present your skills to an employer in person. During the interview, an employer judges your qualifications, appearance, and general fitness for the job opening. The interview is your opportunity to convince the employer that you are right for the job.

The interview also gives you a chance to evaluate the job, the employer, and the company. The interview helps you decide if the job meets your career needs and interests.

It is very important to prepare for a job interview. If you prepare well, the interviewer will know that you are organized and that you are really interested in the job. If you learn as much as you can about the job and the company before the interview, and if you are careful about your appearance, then you will make a good impression. If you practice the interview questions that managers usually ask, then you will feel confident when you speak.

### II. Are the sentences True (T) or False (F):

1. An interview is a meeting between an employer and an applicant to talk about a job. \_\_\_\_
2. A job interview is your opportunity to present your job duties in person to an employer. \_\_\_\_
3. During the interview, an employer judges your qualifications and appearance. \_\_\_\_
4. The interview is your opportunity to convince the employer that you are wrong for the job. \_\_\_\_
5. The interview gives you a chance to evaluate the employer and company. \_\_\_\_

6. It is not very important to prepare for a job interview. \_\_\_\_
7. If you prepare well, the interviewer will know that you are organized and that you are really interested in the job. \_\_\_\_
8. If you learn as much as you can about the job and the company before the interview, and if you are careful about your appearance, then you will make a good impression. \_\_\_\_
9. If you don't practice the interview questions that managers usually ask, then you will feel confident when you speak. \_\_\_\_

III. Write English equivalents for the following words and word combinations:

- a) готуватися до співбесіди
- b) роботодавець
- c) претендент на роботу
- d) оцінювати
- e) співпадати з інтересами
- f) бути зацікавленим в роботі
- g) бути впевненим
- h) створювати гарне враження

IV. Match the two columns:

1. a job	a) confident
2. to convince	b) impression
3. a chance	c) to evaluate the job
4. a good	d) the employer
5. to feel	e) interview

## Text 11

### I. Read and translate the text:

#### Tour operator

The tour operator works in a tourist company. He develops tours also known as tour packages. Tour packages include transportation, accommodation, catering, transfers and other services.

To develop a tour package the tour operator works with transportation companies, hotels, restaurants, museums, etc.

The tour operator usually advertises tours in mass media or in brochures.

The tour operator sells tour packages to travel agents at wholesale or at retail and pay commission to them.

Tour operators organize tours, so they are the main producers in the tourist industry.

### II. Fill in the gaps according to the text:

1. The tour operator works in a \_\_\_\_\_ company.
2. He develops \_\_\_\_\_ packages.
3. The tour operator usually advertises tours in \_\_\_\_\_ or in brochures.
4. The tour operator sells tour packages to travel agents at wholesale or at \_\_\_\_\_.
5. Tour operators organize tours, so they are the main \_\_\_\_\_ in the tourist industry.

### III. Translate the following words and word combinations into English:

- a) розробляти поїздку, турне
- b) комплексна туристична поїздка
- c) перевезення
- d) рекламувати
- e) оптом
- f) вроздріб

IV. Put the verb in brackets into the correct form, present simple or continuous.

1. Don't bother me now. I \_\_\_\_\_. (to work)
2. She \_\_\_\_\_ to play chess now. (to want)
3. This year I \_\_\_\_\_ French and German. (to study)
4. This summer we \_\_\_\_\_ to Portugal. (to go)
5. Take an umbrella. It \_\_\_\_\_. (to rain)
6. It never \_\_\_\_\_ in Valencia. (to rain)
7. Joe and Dennis \_\_\_\_\_ best friends. (to be)
8. After breakfast, Sally usually \_\_\_\_\_ to school. (cycle)
9. The first double period \_\_\_\_\_ at 8 o'clock. (begin)
10. I \_\_\_\_\_ very busy today. (be)

## Text 12

I. Read and translate the text:

### Travel agent

The travel agent works in a travel company. He sells tour operator's packages to customers and gets a commission from him. The commission is usually from 5 to 10 percent of the tour cost.

The travel agent also sells separate services. They are flights, hotel rooms, sightseeing tours, car rentals, travel insurances and so on.

Travel agents are the main sellers in the tourist industry.

II. How to become a travel agent?

1. Learn to speak a second language. This skill is invaluable for a travel agent, especially in agencies that focus on international travel.
2. Take a 6-to-12-week travel agent course at a community college to learn the basics of the career.

3. Consider working as a ticketing agent to gain solid experience in the travel industry.
4. Become as computer literate as possible - travel agents conduct much of their business via computer.
5. Read a wide variety of travel magazines to keep up with current trends in the industry.

### Text 13

#### I. Read and translate the text:

#### Tourism manager

The tourism manager works in a tourist company. He runs some tourist business. He supervises all kind of operations in a tourist company. He also supervises the tourist company staff. Sometimes the tourism manager is just the head of some department in a large tourist company: a sales department, a marketing department, or public relations department. In his case he reports to the general manager. The tourism manager plans tourist business: operations, new products, profits. He controls the results.

In a travel company the tourism manager decides on development and promotion of new tour packages, advertising and sales. He also decides on prices and discounts. The tourism manager hires employees. He selects them and provides their training.

#### II. Find English equivalents for the following words and word combinations:

- a) туристська компанія
- b) керувати туристським бізнесом
- c) голова відділу
- d) відділ збуту
- e) управління громадських зв'язків
- f) генеральний директор

- g) тур пакети
- h) розміщення реклами
- i) надавати навчання

III. Fill in the gaps:

1. The tourism manager works in a \_\_\_\_\_ company.
2. The tourism manager also \_\_\_\_\_ the tourist company staff.
3. Sometimes the tourism manager is just the \_\_\_\_\_ of some department in a large tourist company
4. The tourism manager plans tourist business: operations, new products, \_\_\_\_\_.
5. The tourism also decides on prices and \_\_\_\_\_.

Text 14

I. Read and translate the text:

Tour guide

The tour guide handles tour groups. He or she shows tourists round a city, a sight, or a museum. The tour guide conducts sightseeing tours or tours of museums and exhibitions. The tour guide is also called the tour conductor.

The tour guide accompanies tourists during a local tour or during the whole journey. He or she caters to the needs of tourists. During a journey the tour guide deals with all kinds of problems.

The tour guide speaks the language of the tourists perfectly well. He or she interprets and translates well from one language into another.

The tour guide knows a lot on history, geography, art and culture. He or she knows all the sights in a travel destination. The tour guide answers a lot of questions.

The tour guide is a friendly, easy-going and helpful person.

II. Find English equivalents for the following words and word combinations:

- a) мати справу
- b) визначні пам'ятки
- c) супроводжувати
- d) мистецтво та культура
- e) перекладати з однієї мови на іншу
- f) музей
- g) мета подорожі
- h) дружелюбна людина

III. Match two columns:

1. to handle	a) sightseeing tours
2. to show tourists	b) all kinds of problems.
3. to conduct	c) tour groups
4. to deal with	d) into another
5. to translate from one language	e) round a city
6. to answer	f) a lot of questions

IV. Write the sentences in Past Simple:

- 1. I \_\_\_\_\_ to the supermarket after my lessons. (go)
- 2. My brother \_\_\_\_\_ a bear an hour ago. (see)
- 3. Alex did not \_\_\_\_\_ last weekend. (work)
- 4. We \_\_\_\_\_ not happy after the sad ending. (be)
- 5. What did you \_\_\_\_\_ for lunch yesterday? (eat)
- 6. I \_\_\_\_\_ a terrible mistake. (make)
- 7. Yesterday I \_\_\_\_\_ home late. (come)
- 8. I \_\_\_\_\_ a shower an hour ago. (have)
- 9. I \_\_\_\_\_ a wallet yesterday. (find)
- 10. He \_\_\_\_\_ his key yesterday. (lose)



## Text 15

### I. Read and translate the text:

#### The animator

The animator organizes and provides entertainment for guests in a hotel or a holiday resort. He also organizes entertainment programmes for passengers on a cruise ship.

The animator organizes and conducts parties, shows, sports or arts contests, games for children and grown-ups. He involves guests into action: games and shows.

The chief animator manages the staff of animators. He is also called the social director. He communicates with guests a lot.

The animator speaks a few foreign languages. He communicates with guests in their native languages.

The animator not only speaks well. He is very artistic. He usually dances well, sings well and acts like an actor.

The animator is an easy-going and cheerful person. He is a pretty good mixer.

The animator is the main entertainer in the tourist industry.

### II. Are the statements True (T) or False (F)?

1. The animator organizes and provides entertainment only for guests in a hotel.
2. The animator organizes entertainment programmes for passengers on a cruise ship.
3. The chief animator manages the staff of hotel workers.
4. The animator communicates with guests a lot.
5. The animator is the main entertainer in the tourist industry.

III. Match two columns:

1. to provide	a) like an actor
2. easy-going	b) entertainment
3. to act	c) industry
4. tourist	d) language
5. native	e) person

Text 16

I. Read and translate the text:

Tour operator

Tour operators are tourist companies which develop and put together tour packages.

Tour operators do market research. They promote their tours and advertise them. Tour operators publish colourful brochures, booklets and travellogues.

Tour operators sell tour packages wholesale to travel agencies or sometimes direct to the public.

There are tour operators which also act like travel agencies. They produce and sell their products themselves.

There are independent tour operators. But among tour operators there are major airlines and shipping companies.

There are large tour operators, such as Thomas Cook & Sons Company or American Express Company. Thomas Cook is the oldest tour operator in the world.

II. Are the sentences True (T) or False (F)?

1. Tour operators are tourist companies which develop and put together tour packages.
2. Tour operators do market research.
3. Tour operators do not advertise their tours.
4. Tour operators sell tour packages direct to the public.

5. There are independent tour operators.
6. Thomas Cook is the oldest tour operator in the world.

III. Translate the following words and word combinations:

- a) яскраві брошури
- b) оптова торгівля
- c) авіалінії
- d) незалежні туроператори
- e) вивчення ринку

### Text 17

I. Read and translate the text:

#### Travel agencies

Travel agencies are retail tourist companies which work directly with the public. Travel agencies are often called travel shops where customers buy different tourist products.

Travel agencies sell tour operators' tour packages and individual tourist services. Among tour packages there are inclusive tours, charter inclusive tours and inclusive tours with an excursion. Travel agencies also sell coaching tours and cruising tours.

Travel agencies form groups of tourists who take part in ready-made prepaid tours. They also make individual travel arrangements.

Among separate tourist services there are air tickets, train tickets boat or ferry tickets, hotel rooms, car rentals, sightseeing tours, services of a guide or a guide-interpreter. Travel agencies also offer travel insurances and theatre tickets to their customers.

Large travel agencies branch out and have got branches and outlets within a city, a region, a country or all over the world.

There are large travel agencies which are members of a chain. A chain is a group of agencies which belong to the same company. In this case they often have the word «Group» in their names, for instance, Barry Martin Group or Blue Heart Travel Group. Usually such travel agencies act as tour operators as well.

II. Fill in the gaps:

1. Travel agencies are \_\_\_\_\_ tourist companies.
2. Travel agencies are often called travel \_\_\_\_\_ where customers buy different tourist products.
3. Travel agencies \_\_\_\_\_ tour operators' tour packages and individual tourist services.
4. Travel agencies form groups of tourists who take part in ready-made \_\_\_\_\_ tours.
5. A chain is a group of agencies which belong to the same \_\_\_\_\_.

III. Find English equivalents for the following words and word combinations:

- a) туристські послуги
- b) чартерний тур
- c) оплачений заздалегідь тур
- d) білети на паром
- e) страхування
- f) клієнти
- g) філія компанії
- h) наприклад

## **Unit III**

### **Travelling**

#### **I. Read and translate the text:**

##### **Text 1**

Modern life is impossible without travelling. Of course the fastest way of travelling is by plane. Many people prefer travelling by air as it is the most convenient, comfortable and quickest means of travelling. Travelling by plane has also its advantages and disadvantages. If you are going to travel by air you'd better buy tickets beforehand because many people are fond of travelling by plane. There are some reasons why people choose that means of travelling. If it is summer outside it will be better to think of your trip before the vacation starts. To understand how true this is, you only have to go to an airport. There you will see hundreds of people hurrying to catch a plane. You'll waste a lot of time standing near the booking office trying to buy a ticket. Modern planes have very comfortable seats in all cabins, and there are first class, business and economy class cabins. Inside the cabin the air is always fresh and warm.

Before the plane takes off the flight attendant helps everyone get comfortable in the seats and wishes them a pleasant trip. She also gives all the information about the flight, the speed and the altitude.

During the flight you can have something to drink and to eat. You can read newspapers and magazines or simply look out of the porthole. But you will see nothing outside but the clouds. You can buy first-class, second-class and third class. You must be in time for your flight because you must have time to go through customs and passport control and check in. Before boarding the plane the passenger must register at the airport. While registering he is required to have his luggage weighed. If the luggage weighs more than 20 kilograms you have to pay extra. Sometimes people forget the time and the number of the flight. They can always ask for that at the airport's information bureau and also get information about next flights

and their timetables. Sometimes passengers can get airsick and then travelling by air becomes a real torture for them.

Nowadays travelling by air is one of the dangerous means of travelling. There are a lot of air crashes and many people die in them.

II. Find English Equivalents for the following words and word combinations:

- a) переваги та недоліки
- b) купити квитки заздалегідь
- c) сісти на літак
- d) пройти митний огляд
- e) реєструватися
- f) важити більше ніж 20 кілограмів
- g) розклад літаків
- h) страждати на повітряну хворобу
- i) багаж

III. Complete the sentences with English equivalents:

- 1. Modern life is impossible without (подорожі).
- 2. Of course the fastest way of travelling is (літаком).
- 3. Her suitcases weigh more than 20 kilograms so she has to (платити за додаткову вагу).
- 4. You can read newspapers and (журнали) during the flight.
- 5. You must be in time for your (рейс) because you must have time to go through customs and (паспортний контроль) and check in.
- 6. Before (сісти на літак) the passenger must register at the airport.
- 7. Sometimes (пасажери) can get airsick and then travelling by air becomes a real torture for them.
- 8. Can I have a (місце біля вікна), please?
- 9. Is there a baggage (візок) near here, please?

## Text 2

### I. Read and translate the text:

A: Welcome to Canada. May I see your passport please?

B: Sure. Here it is.

A: Where are you coming from?

B: I'm coming from Seoul, Korea.

A: What is the purpose of your visit?

B: I'm here on business.

A: How long are you planning to stay?

B: I'll be staying for three weeks.

A: Where will you be staying?

B: I'll be staying at a hotel.

A: Have you ever been to Canada before?

B: No, this is my first time.

A: Do you have anything to declare?

B: No, nothing.

A: Enjoy your stay.

B: Thank you.

### II. Choose the correct variant:

1. How many pieces of \_\_\_\_ do you have?

- a) bags
- b) people
- c) luggage
- d) passports

2. Business or \_\_\_\_?

- a) pleased
- b) pleasant
- c) pressure
- d) pleasure

3. Do you have anything to \_\_\_\_ ?
- a) deaf
  - b) declare
  - c) decaf
  - d) deal
4. We don't have window seats left. We only have \_\_\_\_ seats.
- a) aisle
  - b) air
  - c) ale
  - d) all
5. The flight is about to take \_\_\_\_.
- a) up
  - b) off
  - c) on
  - d) down
6. The plane was unable to \_\_\_\_ because of the bad weather.
- a) runway
  - b) departure
  - c) arrival
  - d) land
7. How long are you planning to \_\_\_\_?
- a) stay
  - b) say
  - c) arrive
  - d) way



- III. If you take a flight from an airport in an English-speaking country, you're likely to hear some of these phrases.

### **Checking in**

Did you pack these bags yourself?

Have you left these bags unattended?

Does the luggage belong to you?

Have you been with your bags the whole time?

Has anyone given you anything to take on the flight?

How many bags do you have to check in?

Do you have any hand luggage?

Are you carrying any restricted items?

Can I see your passport?

Would you like an aisle seat or a window seat? (aisle = next to the corridor)

Your gate number is ... and your flight boards at .... (gate number = the numbered area of the airport where your flight leaves from)

Going through security

You need to put your hand luggage through the x-ray machine. Some items cannot be taken on board as hand luggage (such as knives, aerosol cans etc.) As you pass through security, you may set off the alarm. When this happens, the airport personnel search you.

### **In the departure lounge**

When you pass through security, and before you board your flight, you can wait in the departure lounge. At international airports there is duty free shopping, where you can buy goods without paying taxes.

## **Airport announcements**

Please proceed to gate number... (proceed = go to)

In a few moments we will be calling all passengers with priority boarding.

Please have your boarding card ready for inspection

IV. Write the correct word (from the list below) to describe each picture:

***Duty free shop, the departure lounge, a plane ticket, a passport, an aisle seat, the check-in desk, a trolley, a bureau de change, the boarding gate, baggage.***



1. \_\_\_\_\_



2. \_\_\_\_\_



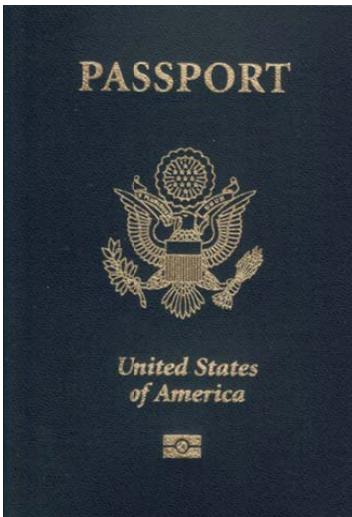
3. \_\_\_\_\_



4. \_\_\_\_\_



5. \_\_\_\_\_



6. \_\_\_\_\_



7. \_\_\_\_\_



8. \_\_\_\_\_



9. \_\_\_\_\_



10. \_\_\_\_\_

V. Match the words with their definitions:

1. aisle	a) special ticket showing that passenger has checked in and may board plane
2. baggage claim	b) to register for a flight, inc. checking of tickets, passports,

	luggage etc
3. boarding pass	c) [of products: cigarettes, perfume etc] not taxable; exempt from customs taxes
4. check in	d) corridor in airplane between the seats [there are usually one or two]
5. departures board	e) place where passengers go to find their luggage (cases etc) at the end of a flight
6. duty free	f) government official responsible for checking passengers' passports
7. immigration officer	g) large display in airport showing times, destinations etc of departing flights
8. runway	h) the strip on which planes land and take off
9. jet lag	i) receipt for transportation etc. An air ticket has one coupon for each journey
10. ticket	j) extreme tiredness etc after a long flight between extreme time zones

### Text 3

#### I. Read the dialogue:

#### A Business Traveller

**Interviewer:** Good morning Sir. I'd like to ask you a few questions if I may.

**Jack:** Well, I'm waiting to catch my flight so I guess I can answer a few questions.

**Interviewer:** Thank you Sir. First of all, how often do you travel?

**Jack:** I travel about twice a month.

**Interviewer:** Where are you flying to on this trip?

**Jack:** I'm flying to Austin, Texas.

**Interviewer:** ... and where did you fly on your last trip?

**Jack:** I flew to Portland, Oregon. I've already been there three times!

**Interviewer:** Really! Do you enjoy travelling for business?

**Jack:** Yes, although I prefer staying in the office.

**Interviewer:** What do you like most about travelling?

**Jack:** I like visiting new cities and trying out new food.

**Interviewer:** Is there anywhere you would like to visit that you haven't visited yet?

**Jack:** Yes, I'd like to go to Hawaii! I love going to the beach!

**Interviewer:** Thank you very much for your time today.

**Jack:** You're welcome. My pleasure.

II. Choose the correct answer:

1. Jack is waiting to catch a flight.
  - a) true
  - b) false
  - c) doesn't say
2. Jack travels twice a month.
  - a) true
  - b) false
  - c) doesn't say
3. Jack especially likes going to Portland.
  - a) true
  - b) false
  - c) doesn't say
4. Jack is flying to Oregon.
  - a) true
  - b) false

- c) doesn't say
- 5. Jack flew to Portland for his last trip.
  - a) true
  - b) false
  - c) doesn't say
- 6. Jack has already been to Portland four times.
  - a) true
  - b) false
  - c) doesn't say
- 7. Jack likes eating in good restaurants.
  - a) true
  - b) false
  - c) doesn't say
- 8. Jack would like to visit Hawaii.
  - a) true
  - b) false
  - c) doesn't say
- 9. Jack doesn't enjoy travelling for business.
  - a) true
  - b) false
  - c) doesn't say
- 10. Jack likes visiting new cities and meeting new people.
  - a) true
  - b) false
  - c) doesn't say

## Text 4

### I. Read and translate the text:

#### Travelling by train

Travelling by train is of course slower than by air but it also has its advantages. Travelling by train is a relatively eco-friendly method of travel. If you are going to travel by train you'd better book seats beforehand because many people are fond of travelling by train. There are some reasons why people choose railroad. Train is the cheap means of travelling. If it is summer outside it will be better to think of your trip before the vacation starts. To understand how true this is, you only have to go to a railway station. There you will see hundreds of people hurrying to catch a train. You'll waste a lot of time standing near the booking-office trying to buy a ticket. Modern trains have very comfortable seats in all passenger cars, and there are sleeping-cars and dining-cars which make even the longest journey enjoyable. You can buy first-class, second-class and third-class sleepers in a separate compartment. If you are early before the train starts you can leave your suitcases in the compartment and walk up and down the platform. Some people forget when and from which platform and track their train will be off. They can always ask for the track, platform and train numbers at the railroad station information bureau and also get information about next trains and their schedules. There are express, slow and long-distance trains. If you want to go somewhere and get there as quickly as possible you'd better know that express trains only stop at the largest stations while slow trains stop at all stations. You can get to far countries only by a long-distance train. Once you are in your compartment you have to ask the guide to bring in the bedding. There are usually two lower and two upper berths in a third-class sleeper compartment. Some people like to occupy upper berths because it is more convenient and exciting to travel. During your way on the train you can read newspapers, books, look out of the window, drink the tea, and communicate with your neighbours or sleep.



II. Are the sentences True (T) or False (F)?

1. Travelling by train is slower than by air.
2. Travelling by train is a relatively eco-friendly method of travel.
3. Train is the expensive means of travelling.
4. You'll save a lot of time standing near the booking-office trying to buy a ticket.
5. Modern trains have very comfortable seats in all passenger cars.
6. You can buy only first-class and third-class sleepers in a separate compartment.
7. There are express, slow and long-distance trains.
8. There are usually one lower and two upper berths in a third-class sleeper compartment.

III. Find English equivalents for the following words and word combination:

- a) екологічно-чистий
- b) забронювати місця заздалегідь
- c) сісти на поїзд
- d) зручні місця в пасажирському вагоні
- e) каса
- f) купе
- g) залізниця
- h) розклад поїздів
- i) нижня та верхня полиця
- j) міжміський поїзд

IV. Fill in the gaps:

1. Travelling by train is of course slower than by air but it also has its \_\_\_\_.
2. Train is the cheap \_\_\_\_\_ of travelling.
3. You'll waste a lot of time standing near the \_\_\_\_\_ trying to buy a ticket.

4. Modern trains have very comfortable seats in all passenger cars, and there are sleeping-cars and dining-cars which make even the longest \_\_\_\_\_ enjoyable.
5. If you want to go somewhere and get there as quickly as possible you'd better know that express trains only stop at the \_\_\_\_\_ stations while slow trains stop at all stations.
6. You can get to far countries only by a \_\_\_\_\_ train.
7. Some people like to occupy upper \_\_\_\_\_ because it is more convenient and exciting to travel.

V. Match the antonyms:

1. arrival	a) to push
2. entrance	b) departure
3. to board	c) to get off
4. to pull	d) exit

VI. Use the right form of the verb in brackets:

1. I never (drink) anything with my meals. What you (drink)? — Tonic water.
2. The days (get) longer from January to June. The days (get) longer now.
3. We (go) out a lot in the summer. We (go) out on Sunday.
4. What's that terrible noise? — My neighbour (drill) the wall. He (do) it every weekend.
5. I wonder if Kate is on a diet. She (get) thinner and thinner.
6. She can't come to the phone right now. She (wash) her hair. She (wash) it twice a week.
7. Unemployment (rise) at an alarming rate. Prices (rise) after economic crises.
8. Don't disturb him, he (work).
9. He always (come) at the wrong moments.

## Text 5

I. Complete the dialogue with the following words:

***Ticket, platform, 64 pounds, direct, return***

### Railway travel

Paul Ryefield: — What time does the next train to London leave?  
Railway Station Clerk: — At 16:35, from \_\_\_\_\_ 8.  
Paul Ryefield: — Is it a \_\_\_\_\_ train to London?  
Railway Station Clerk: — No, you have to change trains at Birmingham.  
Paul Ryefield: — I see. One ticket to London, please.  
Railway Station Clerk: — Single or \_\_\_\_\_, sir?  
Paul Ryefield: — Single, please.  
Railway Station Clerk: — \_\_\_\_\_, please.  
Paul Ryefield: — Here you are.  
Railway Station Clerk: — Here's your \_\_\_\_\_ and change, sir.

## Text 6

I. Read and translate the text:

frantic- жахливий

ID - посвідчення особи

mandatory – обов'язковий

amenity - зручність

stabilizer – стабілізатор

closet – стінна шафа

washrag - серветка з махроної тканини

retreat – відходити

miss out - пропускати

## Thinking Of Travelling By Sea? Read Some Cruise Tips

If you have never taken a cruise before, here are tips that will make your trip more enjoyable, less frantic and organized.

It is important that you have two ID forms. You must either have a travel passport or a birth certificate. You must also carry a photo ID like a driver's license. We always try to fly in the day before the cruise departs. This is not mandatory, but it eliminates panic about flight delays or missing luggage concerns. If you do arrive the same day as departure, allow ample time to get from the airport to the dock.

You will be assigned to one of two rooms on board. There are two kinds of accommodations on board: state room and cabin.

Balcony cabins are also a good alternative as they are usually bigger. If you are with your family, most new ships have cabins that are family friendly. Your cabin will include very nice amenities that will make it seem more like home. These include private baths, refrigerators, large closets, phone and TV.

Sea sickness should not be a concern for you. The newer ships now have stabilizers that keep the ship from rocking side to side. If you should have sea sickness anyway, retreat to your cabin and lie down with a cold washrag over your head or neck.

When you are packing, bring comfortable shoes. This is very important because you will do lots of walking. Do not forget to take medications, plenty of clothes, a swimsuit and your travel documents in a small bag that you can take with you. Above all, have fun taking advantage of the many activities that they offer there. Get a massage at a massage parlor, go work out at a fitness center, and go relax by the pool. You can even watch movies, go rock climbing, go skating and more! Also, do not miss out on the shore excursions,

If you are bringing your children, take advantage of the activities for kids. Every cruise line has a children's program.

II. Are the sentences True (T) or False (F)?

1. It is important that you have two ID forms.
2. You must either have a travel passport or a birth certificate.
3. It is mandatory to fly in the day before the cruise departs.
4. There are two kinds of accommodations on board: state room and cabin.
5. Sea sickness should be a concern for you.
6. If you are with your family, most new ships have cabins that are family friendly.
7. Every cruise line has a children's program.

III. Match two columns:

1. ID	a) certificate
2. driver's	b) bath
3. birth	c) sickness
4. balcony	d) license
5. private	e) center
6. sea	f) forms
7. fitness	g) cabins

IV. It is useful to know!

*travel - trip - journey - tour – voyage*

Travel	<p>The word 'travel' is used to talk about going from one place to another.</p> <p>It can be a verb, a noun or an adjective.</p> <p>♦ verb : Tom travels a lot in his job.</p> <p>♦ noun : Travel nowadays is faster and less expensive than before.</p> <p>♦ adjective : There is a travel agency beside the bank.</p>
Trip	<p>The word 'trip' is used to talk about a short journey</p>

	<p>somewhere for a purpose, business or pleasure.</p> <ul style="list-style-type: none"> <li>◆ For our wedding anniversary, we went on a trip to Venice.</li> <li>◆ My boss is often away on business trips.</li> <li>◆ During our holiday, we took a boat trip to the islands.</li> </ul>
Journey	<p>A journey is the distance covered in travelling from one place to another.</p> <p>'Journey' can refer to a long distance or a short regular one.</p> <ul style="list-style-type: none"> <li>◆ The journey was long and tiring; it took us 5 hours to get there.</li> <li>◆ Did you have a good journey? Yes, it was quite pleasant.</li> <li>◆ How long is your journey to work? Just about 20 minutes.</li> </ul>
Tour	<p>A tour is a journey during which several places are visited, especially on a holiday.</p> <p>The word 'tour' can be a noun or a verb.</p> <ul style="list-style-type: none"> <li>◆ noun : We went on a tour of Italy.</li> <li>◆ verb: We toured the north of India.</li> </ul>
Voyage	<p>A voyage is a long journey by sea or in space.</p> <ul style="list-style-type: none"> <li>◆ Before the 20th century, long sea voyages were common.</li> <li>◆ A spacecraft will take you on a voyage through space.</li> </ul>

1. Many \_\_\_\_\_ were made to the Indian Ocean during that period.

- a) voyages
- b) trips
- c) tours
- d) travels

2. The \_\_\_\_\_ to Rome was long and tiring.
- a) trip
  - b) voyage
  - c) travel
  - d) journey
3. Sorry, I won't be there next week. I'll be off on another business \_\_\_\_\_!
- a) travel
  - b) voyage
  - c) trip
  - d) journey
4. We went on a cruise last year. The \_\_\_\_\_ took 6 weeks to South Africa.
- a) trip
  - b) voyage
  - c) journey
  - d) tour
5. London is only a very short \_\_\_\_\_ from Winbledon.
- a) journey
  - b) travel
  - c) trip
  - d) tour
6. They arrived in Nice after a nine-hour \_\_\_\_\_ by car.
- a) journey
  - b) travel
  - c) trip
  - d) voyage
7. At the moment the band is on \_\_\_\_\_ in Europe.
- a) travel
  - b) voyage
  - c) trip
  - d) tour

8. I'm going to a business \_\_\_\_\_ to Japan next week.
- a) trip
  - b) voyage
  - c) travel
  - d) journey
9. It would be impossible to imagine modern life without \_\_\_\_\_ .
- a) tripping
  - b) touring
  - c) travelling
  - d) voyaging
10. He took a \_\_\_\_\_ to the shopping center.
- a) voyage
  - b) tour
  - c) travel
  - d) trip

#### Text 7

- I. Look at the text. What type of text is it? Where could you see it? What is the purpose of the text?

### **13-Day Mexican Adventure**

*Have you ever wanted to hike through a jungle, go cliff diving or climb a pyramid? Have you always dreamt of swimming with dolphins and relaxing on white sandy beaches?*

*If you haven't lived your dream holiday yet, here's your chance to do all these things and more.*

Mexico City, Guadalajara, Acapulco, Oaxaca, Cancun, Chichen Itza

Accommodation: Stay in luxurious 5-star hotels – single or double rooms and suites available.



Sports activities: Try a wide range of water sports – water-skiing, snorkeling, windsurfing, white water rafting or jet skiing. Play golf, tennis, or go horse riding. Take a hike through the jungle or try something more relaxing like deep-sea fishing.

Entertainment: Go to beach barbecues, and night clubs. Take part in cultural events with traditional costumes and dances. Eat quality food at a variety of restaurants and try delicious local dishes.

Other activities: Visit museums and galleries. Buy handmade souvenirs. take a tour of ancient ruins and temples and climb a pyramid at Chichen Itza. Walk along narrow, cobbled streets. See the famous cliff divers diving from 45m and even try it yourself! Relax on white sandy beaches and swim with the dolphins.

Total cost: Single room \$ 2,500

Double room: \$ 3,500

Suite: \$ 5,200

Prices include: Flight, hotels, meals and tour and transport costs.

Contact: Consort travel

52, Hadley Street, Swansea

## II. Choose the correct answer:

1. The weather is good in Mexico.
  - a) right
  - b) wrong
  - c) doesn't say
2. The tour lasts for almost two weeks.
  - a) right
  - b) wrong
  - c) doesn't say
3. They offer a lot of different water sports.
  - a) right
  - b) wrong
  - c) doesn't say

4. A room for two people costs \$5,200
  - a) right
  - b) wrong
  - c) doesn't say
5. The price includes breakfast only.
  - a) right
  - b) wrong
  - c) doesn't say
6. The tour leaves from Swansea.
  - a) right
  - b) wrong
  - c) doesn't say

III. Match two columns:

1. relax	a. in a hotel/at a campsite
2. visit	b. watersports
3. play	c. on the beach/by the pool
4. stay	d. a tour
5. buy	e. museum/galleries
6. take	f. tennis, golf
7. try	g. souvenirs
8. swim	h. the sights
9. do	i. local dishes
10. see	j. in the sea/pool

IV. Find one more adjective in the text for each noun:

1. expensive, family, \_\_\_\_\_ hotels
2. delicious, spicy, \_\_\_\_\_ food
3. white, clean \_\_\_\_\_ beaches
4. bright, colourful, \_\_\_\_\_ costumes

## **Unit IV**

### **At a Hotel**

#### **I. Read and translate the text:**

##### **Text 1**

When people arrive in a new place they usually stay at a hotel. It is advisable to reserve a room in advance. Otherwise you may arrive and be told that the hotel is full.

When a person arrives at the hotel he speaks to the reception clerk. A reception clerk is a hotel worker who receives visitors and gives them accommodation doing all the formalities. Once someone decided to stay at the hotel, he (or she) is referred to as a "guest". The guest is required to register, i.e. to fill in an arrival form. The arrival form contains such items as Full Name, Citizenship, Home address, Passport Number, Date and Signature.

After registration the guest gets the key to his room and sometimes also a card (pass) to show to the porter on entering the hotel. The guests are asked to leave their keys on the desk when going out. All the keys are kept on a special key-rack. Whenever the guest takes his key the clerk looks if there is any post in the pigeon-hole under his number.

Large hotels provide personal services. These include: currency exchange, Left Luggage, telegraph and post office, barber's and hairdresser's, laundry and dry-cleaning, clothes and shoes repairs. The service bureau of the hotel arranges sightseeing tours, books air and rail tickets, calls taxis.

Most hotels have restaurants, bars and cafes. Breakfasts and dinners can be served in the room, provided you ordered it the evening before. There is an additional charge for room service, but emergency medical service is free.

Guests can take single or double rooms, or complete suites or two and more rooms. Deluxe rooms and suites are more expensive. Rooms with a shower are usually cheaper than with a bath.

II. Find English equivalents for the following words and word combination:

- a) замовляти заздалегідь
- b) черговий готелю
- c) бланк прибуття
- d) громадянство
- e) підпис
- f) камера схову
- g) огляд визначних пам'яток
- h) надбавка (до плати)
- i) перукарня (чоловіча)
- j) залізничний квиток

III. Fill in the gaps:

- 1. When people arrive in a new place they usually stay at a \_\_\_\_\_.
- 2. When a person arrives at the hotel he speaks to the reception \_\_\_\_\_.
- 3. A reception clerk is a hotel worker who \_\_\_\_\_ visitors and gives them accommodation.
- 4. Large hotels provide personal \_\_\_\_\_.
- 5. Most hotels have restaurants, bars and \_\_\_\_\_.
- 6. Guests can take single or double rooms, or complete \_\_\_\_\_.
- 7. \_\_\_\_\_ rooms and suites are more expensive.

IV. Match the words with their definition:

1. baggage	a) person in charge at the hotel
2. check-in	b) return the keys and pay for the bill
3. check-out	c) go to the front desk to receive keys
4. hotel manager	d) delivery of food or other services requested by guests
5. room service	e) a bed large enough for two people
6. reservation	f) a request to save a specific room for a future

	date
7. double bed	g) bags and suitcases packed with personal belongings
8. bellboy	h) a staff member who helps guests with their luggage

V. Complete the sentences:

1. If you need help with your (багаж) we have a cart you can use.
2. I'll let you make your complaint to the (менеджер готелю).
3. They say they made a (замовлення місць) but it doesn't show on the computer.
4. If you would like a bottle of wine, just call (обслуговування номерів).
5. The (посильний) will take your bags to your room for you.

## Text 2

I. Fill in the gaps with the following words:

***Wake up, non-smoking, cash, registration, name.***

Expression: Do you have a reservation?

Response: Yes, the \_\_\_\_\_ is Smothers, Jamie.

Expression: How long will you be staying?

Response: I'll be checking out on Friday.

Expression: Do you prefer a smoking or \_\_\_\_\_ room?

Response: Non-smoking if you please.

Expression: How many guests are in your party?

Response: Two, my wife and I.

Expression: Will you be paying by \_\_\_\_\_ or credit card?

Response: Credit card, if you accept Visa.

Expression: Did you have anything from the mini- bar?

Response: Yes, I had one soda and an orange juice.

Expression: Fill out this \_\_\_\_\_ form please.

Response: Do you need to see my driver's license or passport?

Expression: I would like to leave a \_\_\_\_\_ call for 7:30.

Response: Certainly sir, what's your name and room number?

II. Match the two columns:

1. wake up	a) call
2. pay by	b) the form
3. fill out	c) number
4. room	d) license
5. driver's	e) cash

III. Match the words with the pictures:

***Bed, curtains, armchair, bell, uniform, bathtub, safe, key, lamp, beach umbrella, beach chair.***





4. \_\_\_\_\_



5. \_\_\_\_\_



6. \_\_\_\_\_



7. \_\_\_\_\_



8. \_\_\_\_\_



9. \_\_\_\_\_



10. \_\_\_\_\_



11. \_\_\_\_\_

### Text 3

#### I. Read and translate the text:

#### Different types of hotels

When you go to stay in a hotel there are several different considerations. One of them, of course, is price. It's not a concern for everyone, but most people are budget-conscious and can't just spend whatever they want to on accommodations.

These are plain hotels and inns of small scale. Inexpensive hotels are modestly furnished. However, rather good facilities are provided for the guests. Bath and lavatory arrangements are offered, but they are not provided in every bedroom. Some inexpensive hotels may be old enough with rather small rooms. However, the main thing is that they are neat and clean and the service is friendly.

Luxury hotels cost much more, but you also get many more amenities than you would in a place where you pay considerably less. You can expect food, newspapers, free phone calls, better television channel selections, and more pampering. These



hotels often have pools, spas, free room service, massages, robes and slippers, and other amenities.

A lot of people stay in moderate hotels. These places offer much more than the budget hotels, but they don't come close to what the luxury hotels provide. TV-sets are provided in some bedrooms or there is a TV-set in a lounge. Assistance with luggage is arranged for the guests. There are bedside lights in the rooms. Wake-up calls are offered. The rooms are not air-conditioned which is a disadvantage for resort and beach hotels in hot countries.

For travellers on a tight budget, these hotels might be too costly, as well.

II. Are the sentences True (T) or False(F)?

1. Most people are budget-conscious and can't just spend whatever they want to on accommodations.
2. Inexpensive hotels are modestly furnished.
3. Bath and lavatory arrangements are offered, but they are provided in every bedroom in an inexpensive hotel.
4. Inexpensive hotels are not neat and clean.
5. Luxury hotels are expensive hotels.
6. Luxury hotels often have pools, spas, free room service and other amenities.
7. A lot of people stay in moderate hotels.
8. Travellers on a tight budget can choose moderate hotels.

III. Match the synonyms:

1. inexpensive	a) little
2. amenities	b) cheap
3. small	c) facilities
4. neat	d) toilet
5. lavatory	e) clean

#### IV. Make sure you know the types of accommodation:

##### **Guest House**

A guest house normally has at least 4 letting bedrooms, some with ensuite or private facilities. It is usually run as a commercial business. Breakfast is available and evening meals may be provided.

##### **B&B**

Accommodation offering bed and breakfast, usually in a private house. B&Bs normally accommodate no more than 6 guests, and may or may not serve an evening meal.

##### **Small Hotel**

A small hotel normally has a minimum of 6 letting bedrooms and a maximum of 20. Most bedrooms have ensuite or private facilities. Small hotels serve breakfast, dinner and, normally, lunch, and they have a drinks license. They are normally run by the owner(s) and reflect their own personal style.

##### **International Resort Hotel**

A hotel with a 5-star quality award that has a range of leisure and sporting facilities. These include an 18-hole golf course, swimming pool and leisure centre, and country pursuits.

##### **Self-catering**

A house, cottage, apartment, chalet or similar accommodation, with self-catering facilities, which is let normally on a weekly basis to individuals, although shorter breaks may be available.

##### **Lodge**

Overnight accommodation, usually purpose-built and situated close to a major road or city centre. Reception hours may be restricted and payment may be required on check-in. There may be associated restaurant facilities.

##### **Inn**

Bed and breakfast accommodation within a traditional inn or pub. The bar and restaurant is open to non-residents, and provides food at lunchtime and in the evening.

## **Campus Accommodation**

The accommodation provided by colleges and universities for their students is often made available - with meals - to individuals or groups at certain times of year, typically the summer, Easter and Christmas holiday periods.

## **Hostel**

A building run by a private operator or non-profit membership organisation, where beds and sometimes meals and other services and facilities are provided.

### Text 4

#### I. Read and translate the text:

### Hotel classification

denotation – позначення

Stars is the most known in Ukraine method of hotels classification. However, not all countries use such a classification system. It is often a surprising fact for the tourists that there is no entire certification system for the hotels in the world. The World Tourist Organization developed a document with detailed instructions for the certification of the hotels rated from 2 to 5 <<stars>>. However, it was more a recommendation, than a basic rule, and many hotels decided not to change the existing order of things. Today, the hotels often use literal and symbolic denotation to determine their status. Thus, until recent time literal classification was widely used in Greece. In Sweden today as a symbol of class <<key>> is used instead of <<star>>, in Britain - <<crown>>, and the hotels on the coast of Goa receive points.

Among the main criteria of hotel classification are as follows:

1) The room size. For a hotel of the lowest segment the maximum size is about 10 meters, 3\* hotels – from 10 meters, 4\* hotels – from 14 meters, 5\* hotels – from 16 meters.

2) The quality of hotel services. The bigger the <<star>> rank of the hotel, the more frequent cleaning can be expected. The quality of meals can be also considered in this criterion.

3) The hotel location. The area of tourism is important for this criterion. Thus, for the excursion tours the proximity to the historical center is important, for the sea resorts – the proximity to the sea, for spa hotels - privacy and harmonious surroundings.

## II. Fill in the gaps:

1. Stars is the most known in Ukraine method of hotels \_\_\_\_\_.
2. There is no entire certification \_\_\_\_\_ for the hotels in the world.
3. The \_\_\_\_\_ developed a document with detailed instructions for the certification of the hotels rated from 2 to 5 <<stars>>.
4. The bigger the <<star>> rank of the hotel, the more frequent \_\_\_\_\_ can be expected.
5. For the excursion tours the \_\_\_\_\_ to the historical center is important.

## III. Find English equivalents for the following words and word combinations:

- a) класифікація готелів
- b) екскурсійні тури
- c) близькість
- d) буквальний
- e) визначати статус
- f) історичний центр

## **APPENDIX**

### **Survival English**

#### **1**

#### **How to give directions**

##### **Questions you may hear**

How do I get to Main Street?

Where is the closest gas station?

Can you tell me where the community centre is?

I'm looking for Jane Street.

Are you from around here?

##### **If you know the way...**

Use basic English to offer directions. Short phrases are best. Speak slowly and use very careful pronunciation. Spell out a word if necessary.

The easiest way is to...

The quickest way is to...

The best way is to...

go + direction (right, left, down, up, through)

take + road name

turn + right/left

stay on + road name for + distance or time

##### **Examples:**

The easiest way is to go right on Commercial Avenue.

The quickest way is to take Road Number 1.

The best way is to turn right on Main Street.

Stay on Route 1 for about ten minutes.

##### **Use transitions**

Separate each leg of the route with a transition.

after that

then

next

when you get to...go...

finally

### **Offer “Ballpark Figures” (rough estimates of time or length of travel)**

Some people feel better knowing how long it will take to get from A to B.

It’s just around the corner (not far).

It’s not far.

It’s a bit of a way. (it takes a while)

It’s about a five minute walk.

It’s about a twenty minute bus ride.

Use landmarks

Tell the person what to watch for.

You will see a large clock on the right.

You will pass a gas station.

It’s across from the blue church.

### **More useful language**

It’s on + street name

It’s across from

It’s opposite

It’s near

It’s around the corner from

### **Offer warnings**

Stay in the right lane.

It’s a very busy road.

It’s a big hill. (if they are walking or on a bike)

There might be construction.

If you pass the ... you went too far.

There’s no parking.

### **Repeat yourself**

If YOU repeat the directions again, the other person will feel more confident. Repeat important details including street names and turns. You can also ask the other person to repeat the directions back to you.

If you are in the car with the driver...

Give a lot of warning.

Turn right at the next street

Get in the left lane.

Go one more block. Then turn right.

At the next traffic lights turn...

It's going to be on your right.

### **Clarify**

Make sure that the other person understood your directions. Say: "Did you get all that?"

### **If you don't know the way...**

Don't guess! Don't just shake your head and walk away. Use one of these phrases:

I'm sorry, I'm not from here.

I'm afraid I can't help you.

Sorry I don't know my way around here.

### **Offer another solution**

You could ask the bus driver.

Ask the front desk clerk.

Follow me. I'll show you the way.

Do you want me to draw you a map?

## **2**

### **Taking the bus**

Are you worried about taking the bus in a foreign country? Which bus will you take? How much does it cost? Will you have to change buses?

These are all questions that go through your mind at the bus stop. Don't worry! Bus drivers will help you find your way. Other passengers will too. All you have to do is ask!

### **Questions to ask at the bus stop**

Which bus goes to the airport?

How often does bus number 301 come?

Does the downtown bus stop here?

Where do I catch the bus to the hospital/airport/mall/library/university?

Is this the bus that goes down Main Street? (when you see one coming)

### **Responses you may hear**

I'm sorry, I'm not from here.

The bus comes every fifteen minutes.

The bus comes once an hour.

You need bus #14.

Any bus will take you to the airport.

It will be here any minute. (very soon)

### **Talking to the bus driver**

Is this an express bus? (a bus that makes very few stops)

How much is the fare to ...?

What is the child's fare?

Is there a student fare?

Do I need a transfer?

May I have a transfer, please?

I need to get off at ...

Can you tell me when we get to ...?

Which is the closest stop to ...?

How far is it to the ...?

### **Show some courtesy to other passengers**

May I sit here?

Would you like my seat?



I'll stand.

I can move over for you.

Excuse me, this is my stop. (If someone is sitting beside you or blocking the door.)

### 3

#### **Airport English**

Airports are stressful even in your own native country. Practise these English phrases before you travel to English speaking destinations.

##### **Questions you will hear at the check-in counter:**

Ticket please.

May I see your ticket?

Do you have an e-ticket?

Do you have some photo ID?

How many bags are you checking?

Did you pack these bags yourself?

Do you have a carry-on bag? (a bag or purse to take on the airplane)

Do you require special assistance? (example a "wheelchair")

Have you paid your airport improvement fee/tax?

Would you like a window or an aisle seat? (aisle is pronounced "eye + l")

##### **Problems you may hear:**

Your baggage is overweight. (Remove some contents or pay a fine.)

Your carry-on luggage is too large.

Your flight is delayed. (It's late.)

Your flight has been cancelled. (You must rebook a new flight)

Your connecting flight/connection has been cancelled/is delayed.

Your ticket is expired.

Your passport is expired.

##### **Commands and questions at the Security Checkpoint:**

Boarding pass, please.

ID please. (show your photo ID)

Spread your arms out please. (Put your arms up and out to the sides of your body)

Take your shoes off.

Open your bag.

Take off/remove your belt.

Do you have any change in your pockets?

Do you have any metals?

Do you have any food/produce?

Do you have any liquids or medicine?

Walk through.

You must dump all food or beverages. (You can't bring it through the gates.)

**Questions YOU may need to ask:**

Is my flight on time?

When should I be at the gate?

Where is the boarding gate?

Where is the washroom?

Can I get a window seat?

Is there somewhere to eat?

Can I get a coffee at the gate?

Is my connection on time?

Where do I collect my baggage?

Where can I find a taxi?

Where is the departure gate?

Where is the arrival gate?

Where is the check-in desk for ....airlines?

Where is the domestics level?

Where is the international level?

## **Restaurant English**

Going out to eat is a great way to practise your English in a foreign country. You'll learn many new words and expressions. If you can't pronounce something on the menu, point and ask **"How do I say this?"** Most servers are used to dealing with English learners.

### **Questions your server may ask:**

Do you have a reservation? (Did you call ahead of time?)

How many? (How many seats do you need?)

Table for two?

Are you ready to order?

Do you need some more time?

Can I start you off with a drink?

Would you like to hear the specials?

What can I get for you? (Place your order.)

What would you like with that? (Choose your side dish)

Would you like an appetizer to start?

How is everything? (Does it taste good?)

Can I get you anything else? (Are you ready for the bill?)

Did you enjoy everything?

Did you save room for dessert? (Would you like dessert?)

### **Questions you may need to ask:**

May I see the menu/dessert menu/wine list?

What do you recommend?

Is it spicy?

Is it enough to share?

Can I have it without...(butter)?

Can I substitute the ...(chicken) for ... (beef)?

Can I get this to-go?

Can we get the bill, please?

Can I have a refill, please?

Showing Gratitude:

Thank you it was delicious.

I really enjoyed it.

I'm full, thank you.

Thank you for the recommendation.

We'll come again.

I'm afraid I didn't save any room for dessert.

### **Concerns and complaints:**

To get a server's attention, make eye contact with him or her. Say "excuse me" when she is nearby (wait until she is finished talking with other guests). Smile and explain your problem or concern. Here are some concerns you may have:

We've been waiting quite a while.

Would you mind heating this up?

This isn't what I ordered.

This tastes a bit off. (It doesn't taste right.)

You gave us the wrong bill.

### **Words that mean the same thing in a restaurant:**

server/waiter (male)/waitress (female)

the bill/the receipt/the check

appetizer/starter

entree/main event/dinner

to-go/take-out/doggie-bag/leftovers

hot/spicy

beverage/drink

right this way/follow me/your table is ready

### **\*Don't Forget to Tip**

In many English speaking countries it is polite to pay more than the cost of the bill. This extra money is called a tip. A tip is a gift for good service. Find out who

(and how much) you should tip before you travel. (taxi driver, server, hair dresser...)  
If you don't tip (in some countries), your server may think you were unhappy with the service.

### 10 Idioms Tour Guides Use

Not every tour comes with a translator. Tour guides may use English expressions that you don't understand. Here are 10 to learn before you sign up for a tour.

1. **travel light**: Don't pack a lot of items. Bring only what you need.

Please travel light tomorrow. We have a lot of walking to do.

2. **hit the road**: Depart. Begin a tour.

We'll hit the road as soon as the bus driver arrives.

3. **off track OR off the beaten path**: wrong way; away from the main road or route

Don't go off track. There are some dangerous areas in this city.

4. **watch your back**: be careful; pay attention to people around you

Keep your wallet in a safe place and watch your back on the subway.

5. **call it a day**: finish an activity or tour; go home or back to the hotel

You all look tired. Let's call it a day.

6. **get a move on**: go more quickly

We'll need to get a move on if we want to catch the four o'clock bus.

7. **a full plate**: a full schedule; no free time

We have a full plate tomorrow, so get a good rest tonight.

8. **bright and early OR first thing**: very early in the morning

We'll need to leave bright and early to catch the first ferry.

9. **hang on or hang tight**: wait patiently for a moment

Please hang tight until the driver returns.

10. **If worse comes to worst OR If all else fails...**: introduces the action to take when no other option is successful.

If worse comes to worst, call the police.

## **I don't understand, do you?**

### **Don't Pretend to Understand**

Many English learners say "OK" even when they don't understand. If you don't understand directions, instructions, suggestions, or questions, use one of these phrases:

Could you repeat that?

Sorry, what's your question?

Pardon?

Sorry, I didn't catch that.

I missed that.

Would you mind repeating that?

Could you slow down, please? My English is not that strong.

Could you run that by me again?

I don't get it. (I don't understand how to do it.)

Would you mind spelling that for me?

I'm confused.

Sorry, I still didn't catch that. (use after a repeated statement or question)

That went right over my head. (the language or concept was too difficult)

You lost me.(informal)

Say again? (very informal)

### **Excuses you can use:**

I don't speak English.

English is my second language.

I'm not from here.

### **Don't Assume they Understand you**

Is the bus driver looking at you funny? Does the waitress look puzzled? Native English listeners sometimes pretend to understand too! Here are some phrases to use if you think your response, question, or statement was not understood:

Did you catch that?

Does that make sense?

Let me try that again...

Let me clarify...

What I mean is...

That's not what I meant.

Let me put it a different way.

Sorry, my pronunciation may not be correct.

**Gestures to Show you (or they) Don't Understand:**

Shake your head slowly from side to side.

Lift your shoulders up.

Lift your shoulders up and put your arms out with your palms facing up to the sky.

Tip your head slightly towards the speaker. (to show you are listening carefully)

Wrinkle your forehead.

**Tip:** Don't "nod" your head up and down and smile when you don't understand. This will make others think you do understand. (Native speakers do this too.)

### **10 Questions with "When"**

To find out the time something is going to happen in an English speaking country use "when".

Here are 10 questions travellers often ask:

1. When does the next bus arrive?
2. When does the bus/plane leave?
3. When does the show start?
4. When does the store/restaurant/place open?
5. When are you leaving?
6. When should I go to the gate? (to board airplane)
7. When will you be here?
8. When should we meet?

9. When is breakfast/lunch/dinner? (eat)
10. When is checkout time? (time to leave hotel)

To understand the answers, you need to understand how to tell the time in English.

Here are answers you will hear to the questions above:

at noon OR at twelve o'clock OR at twelve pm (12:00 pm)  
at five past twelve OR at five after twelve OR at twelve oh five (12:05)  
at quarter past/after twelve (12:15)  
at twenty past/after twelve (12:20)  
at twelve thirty OR at half past twelve (12:30)  
at twenty to one OR at twelve forty (12:40)  
at quarter to one or at twelve forty-five (12:45)  
at twelve fifty (12:50)  
at one-o'clock (1:00)  
at midnight (12:00 am)  
around midnight (sometime between 11:45-12:15 am)  
When you ask the time, use "what": "What time is it?"  
The answer starts with "It's...": "It's noon."

### **10 Questions with "Where"**

To find a place or thing in an English speaking country use the word "where":

**Here are 10 questions travellers ask:**

1. Where is the phone?
2. Where is the bank?
3. Where is the washroom? (also called toilet, bathroom, ladies' room, mens' room)
4. Where is the Internet cafe?



5. Where can I get a taxi?
6. Where is the bus stop?
7. Where is the hotel?
8. Where is the doctor's office? (hospital, walk-in-clinic)
9. Where is the shopping centre?
10. Where can I park? (put the car)

A polite way to ask the same question is:

"Excuse me. Can you tell me where the \_\_\_\_\_ is?"

OR

"Excuse me. Is there a \_\_\_\_\_ nearby?"

Tip:

\*Don't worry if you forget the whole sentence. Smile and ask "where" + place or thing.

## GLOSSARY

accommodation	розміщення
accomplish	досягати (чого -небудь)
accurate	точний
adjective	прикметник
adult	дорослий
advantage	перевага
altitude	висота
amusement park	парк розваг
announcement	оголошення
answer	відповідь
apartment	квартира
appearance	зовнішній вигляд
apply	подавати заяву
appropriate	відповідний, доречний
article	стаття
assistant	помічник
attitude	відношення
available	придатний, наявний
background	освіта, кваліфікація
beach	пляж
beforehand	заздалегідь
bill	рахунок
boarding school	пансіон, школа-інтернат
bookkeeper	бухгалтер
cabin	каюта
catering	обслуговування
chain	мережа
compartment	купе
confident	упевнений
conversation	розмова
convince	переконувати, запевняти
country	країна
create	створювати
customer	клієнт
customs	митний контроль
dangerous	небезпечний
deal with	мати справу з
decide	вирішувати
degree	науковий ступінь
department	відділ
description	зображення
desk	письмовий стіл
destination	місце призначення

determine	визначати
development	розвиток
different	різний
direction	вказівка, рекомендація
disadvantage	недолік
discount	знижка
education	освіта
employee	робочий
employer	роботодавець
entertainment	розваги
exhibition	виставка
expense	витрата
experience	досвід
explain	пояснювати
favorable	сприятливий
fill out	заповнювати
first aid	перша допомога
flatmate	сусід по кімнаті
flexibility	гнучкість
flight attendant	стюардеса
follow	слідувати (чомусь)
foreign	іноземний
forget	забувати
frequent	частий
gain	одержувати
goal	ціль
hit the road	виїжджати
holiday	відпустка, канікули
honesty	чесність
however	проте, однак
identify	виявляти, визначати
important	важливий
improvement	поліпшення
independent	незалежний
intelligence	розум, інтелект
interpret	перекладати усно
interview	співбесіда
involve	включати
jet lag	рвзниця в часі
journey	подорож
key	ключ
know	знати
knowledge	знання
letter	письмо
lifeguard	рятувальник

literal	буквальний
live	жити
local	місцевий
location	місце розташування
look for	шукати
luggage	багаж
majority	більшість
meet	знайомитися
moderate	середній
move	переїжджати
noun	іменник
offer	пропонувати
opportunity	можливість
	робота на неповний робочий день
part time job	платити
pay	виконувати
perform	особисті якості
personal qualities	особистість
personality	можливість
possibility	користь
profit	підвищення на посаді
promotion	майбутній
prospective	забезпечувати
provide	мета, намір
purpose	якість, ознака
quality	досягати
reach	недавно
recently	рекомендація
reference	повторювати
repeat	представляти
represent	вимагати, потребувати
require	дослідження
research	відповідальний
responsible	резюме
resume	роздрібний продаж
retail	на пенсії
retired	інструктор їзди
ride operator	заробітна плата
salary	рятувати
save	здібності
skills	вирішувати проблему
solve the problem	вимовляти по буквам
spell	проводити (час)
spend	вивчати
study	

subject  
suite  
summary  
supervise  
tan  
think  
timetable  
tip  
tomorrow  
torture  
tour guide  
training  
travel light  
understand  
vocation  
wage  
wholesale  
write

предмет  
номер люкс  
стислий виклад  
керувати, наглядати  
засмага  
думати  
розклад  
давати "на чай"  
завтра  
муки  
тур гід  
навчання, підготовка  
подорожувати без нічого  
розуміти  
відпустка, канікули  
заробітна плата  
оптова торгівля  
писати

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